

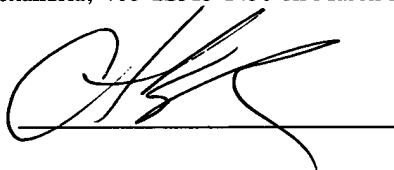
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS: David A. Selby  
APPLICATION NO. As Yet Unassigned  
FILED: Herewith  
CASE: RSW920030089US1  
TITLE: SYSTEM, METHOD, AND COMPUTER PROGRAM  
PRODUCT FOR INCREASING THE EFFECTIVENESS OF  
CUSTOMER CONTACT STRATEGIES

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Certificate of Express Mailing

I certify that this document and fee is being deposited with the U.S. Postal Service as Express Mail Post Office to Addressee, Mailing Label No. EV399608248US, in an envelope addressed to the Commissioner for Patents, MAIL STOP PATENT APPLICATION, P.O. Box 1450, Alexandria, VA 22313-1450 on March 22, 2004.



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Commissioner for Patents  
MAIL STOP PATENT APPLICATION  
P.O. Box 1450  
Alexandria, VA 22313-1450

Information Disclosure Statement  
Pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98

Sir:

Pursuant to Applicants' duty of disclosure set forth in 37 CFR §§1.56, 1.97 and 1.98, the following information is disclosed to aid the Examiner in his or her examination of the application. The inclusion of information in this Disclosure Statement and as set forth on the

Docket No. RSW920030089US1

Application No. As Yet Unassigned

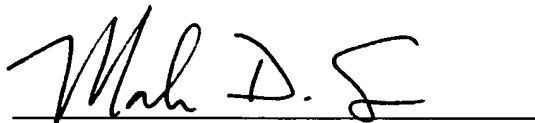
attached Forms PTO-1449 is not necessarily a concession that such information is prior art to the present invention or that such information is in an art area analogous to the present invention. A copy of the non-patent publication listed on the attached Forms PTO-1449 is submitted herewith.

It is respectfully requested that the Examiner initial Forms PTO-1449 and return a copy of same upon consideration of these publications.

Since this Information Disclosure Statement is being filed with a new application, no fee or certification is required.

Respectfully submitted,

Date 3/22/04

A handwritten signature in black ink, appearing to read "Mark D. Simpson", written over a horizontal line.

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<b>Form PTO-1449 Modified</b>  <b>List of Patents and Publications Cited by Applicant</b> (Use several sheets if necessary)  <b>U.S. Department of Commerce Patent and Trademark Office</b>			<b>Docket No.</b> RSW920030089US1		<b>Application No.</b> As Yet Unassigned	
			<b>Applicant(s)</b> David A. Selby			
			<b>Filing Date</b> Herewith		<b>Group</b>	
<b>U.S. PATENT DOCUMENTS</b>						
<b>Examiner Initials</b>		<b>Document No.</b>	<b>Date</b>	<b>Name</b>	<b>Class</b>	<b>Subclass</b>
	AA	2002/0116237 A1	08/22/2002	Cohen et al.	705	7
	AB	2002/0026342 A1	02/28/2002	Lane et al.	705	8
	AC	2002/0169654 A1	11/14/2002	Santos et al.	705	10
	AD	2002/0052775 A1	05/02/2002	Fisher, Jr. et al.	705	10
	AE	6,032,123	02/29/2000	Jameson	705	8
	AF	6,219,649	04/17/2001	Jameson	705	8
	AG	6,374,227	04/16/2002	Ye	705	8
	AH	6,321,207	11/20/2001	Ye	705	8
	AI	5,671,403	09/23/1997	Shekita et al.	395	603
	AJ					
<b>FOREIGN PATENT DOCUMENTS</b>						
<b>Examiner Initials</b>		<b>Document No.</b>	<b>Date</b>	<b>Country</b>	<b>Translation</b>	
					<b>Yes</b>	<b>No</b>
	AL					
	AM					
	AN					
	AO					
	AP					
	AQ					
<b>Examiner</b>			<b>Date Considered</b>			

<b>Form PTO-1449 Modified</b>  <b>List of Patents and Publications Cited by Applicant (Use several sheets if necessary)</b>  <b>U.S. Department of Commerce Patent and Trademark Office</b>		<b>Docket No.</b> RSW920030089US1	<b>Application No.</b> As yet unassigned
		<b>Applicant(s)</b> David A. Selby	
		<b>Filing Date</b> Herewith	<b>Group</b>
<b>OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)</b>			
	AA	Greenwald and Boyan, "Bidding Algorithms for Simultaneous Auctions," EC'01, ACM (Oct, 2001)	
	AB		
	AC		
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	AK		
	AL		
<b>Examiner</b>		<b>Date Considered</b>	